

HEALTH AND HUMAN SERVICES CONTRACTS – REQUEST FOR PROPOSALS SUPPLEMENTAL DEFINITIONS

The following contract and department/agency specific definitions are supplement to those contained in the Sample County Contract and are for use by departments/agencies, as needed. There are other definitions, not listed here, that departments/agencies should develop/include as specific and necessary to the understanding of the contract's Statement of Work.

CONTRACT SPECIFIC

Acceptable Quality Level (AQL)

A measure to express the allowable variance from a standard before the County will determine a specific service to be unacceptable. An AQL does not imply that the Contractor may knowingly perform in a defective way. It implies that the County recognizes that defective performance sometimes happens unintentionally. However, the County expects expert professional services to be provided at all times.

Auditing

For the definition of contract Auditing (which differs from contract Monitoring), click on the following internet address: [ADDRESS TO BE DETERMINED].

Budget

The document that details Contractor's costs for providing services and is included in the Agreement. Included in the Budget are the following: 1) *Direct Costs* - Payroll, Employee Benefits (Medical, Dental, Life Insurance), Payroll Taxes, Insurance (Real, Personal, etc., as required by the Agreement), Supplies, Applicable Taxes and other (specified); 2) *Indirect Costs* - General Accounting/Bookkeeping, Management Overhead and other (specified); and 3) *Profit* - Percent and Dollar Amount.

Contract Discrepancy Report (CDR)

A written report prepared by County to identify specific failures of Contractor in meeting contract standards.

Contract Monitoring Plan

The plan developed by the County, specifically for this Contract, to monitor compliance with the contract. The elements of the plan are listed in the Performance Requirements Summary.

Contract Start Date

The date the Contractor begins work in accordance with the terms of the Contract.

Contract Sum

The maximum monetary amount payable by the County to the Contractor, as set forth in the Contract.

Cost Reimbursement (CR)

The arrangement for the provision of services based on the reasonable actual and allowable costs of services provided under the Agreement, less all fees paid by or on behalf of patients/clients and all other revenue, interest and return resulting from the same services.

Cost Reporting/Data Collection Manual (CR/DC Manual)

The State of California Department of Mental Health's Manual specifying fiscal and administrative policies and procedures.

County Technical Representatives (CTR's)

The County officers or employees responsible for informing the Contractor of changes in law and State and or Federal policy or regulations affecting the delivery of services, interpreting such program policy, and providing non-programmatic technical assistance and advice to the Contractor.

Deliverables

Any task, subtask, good, item, service, other work or other consideration to be provided by the Contractor under the Contract.

Director

The Department Head of _____ or his/her authorized representative(s).

Disclose, Disclosed or Disclosure

With respect to Health Information, mean the release, transfer, provision of access to, or divulging of in any other manner of Health Information outside Contractor's internal operations or to other than its employees. "Disclose," "Disclosed" and "Disclosure" mean, with respect to Education Records or Personally Identifiable Information, to permit access to or the release, transfer, or other communication of Personally Identifiable Information contained in Education Records to any party, by any means, including oral, written, or electronic means.

Effective Date

The date of execution of the Agreement by the Los Angeles County Board of Supervisors, or the date specified in the Agreement, whichever is later.

Established Maximum Allowable Rate

The Short-Doyle/Medi-Cal maximum reimbursement for a specific Service Financial Code (SFC) unit as established by the State Department of Mental Health.

Health Insurance Portability and Accountability Act of 1996

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) was signed into law on August 21, 1996. This law included important new protections for millions of working Americans and their families who have preexisting medical conditions or might suffer discrimination in health coverage based on a factor that related to an individual's health. HIPAA's provisions amend Title I of the Employee Retirement Income Security Act of 1974 as well as the Internal Revenue Code and the Public Health Service Act and placed requirements on employer-sponsored group health plans, insurance companies and health maintenance organizations. HIPAA includes changes that:

- Limit exclusions for preexisting conditions;
- Prohibit discrimination against employees and dependents based on their health status;
- Guarantee renewability and availability of health coverage to certain employers and individuals; and
- Protect many workers who lose health coverage by providing better access to individual health insurance coverage.

Lesson Plan

A training plan to include course content, course objectives, course length, presentation methods, sample pre and/or post tests, materials provided to trainees and audio visual presentations and equipment to be used.

Maximum Contract Amount/Maximum Contract Sum

The maximum amount payable during each contract year of the term of an Agreement.

Medical Director

The psychiatrist/doctor designated by Contractor to be responsible for the supervision of the psychiatric/medical services and leadership in the development and execution of clinical services provided for under the contract.

Monitoring

For the definition of contract Monitoring (which differs from contract Auditing), click on the following internet address: [ADDRESS TO BE DETERMINED].

Outcomes for Well-Being

The five outcomes Adopted by the Los Angeles County Board of Supervisors for the well-being for Children and Families: 1) Good Health; 2) Economic Well-Being; 3) Safety and Survival; 4) Emotional and Social Well-Being; and 5) Education and Workforce Readiness.

Performance Requirements Summary (PRS)

The document, furnished by the County (Technical Exhibit _____) which identifies and summarized the key performance indicators of this Agreement. County will use the PRS in evaluating Contractor performance to assure that the Agreement performance standards are met.

Project

The work to be performed by the Contractor, as defined in the Statement of Work.

Proposal

The written offer of a Contractor to perform the specified work, submitted in the prescribed form, and properly executed.

Quality Control Program

All necessary measures taken by the Contractor to assure that the quality of service will meet Contract requirements regarding timeliness, accuracy, appearance, completeness, consistency, and conformity.

Random Sample

A standardized method for monitoring product (output) quality wherein all products within a lot (batch) stands a statistically equal chance of being selected for inspection.

Sample Size

The number of units or services to be checked in a given time period.

Short-Doyle/Medi-Cal (SD/MC)

The federal Medicaid program in California that provides reimbursement for County mental health services to Medi-Cal eligible individuals.

Short-Doyle/Medi-Cal Manual for the Rehabilitative Option and Targeted Case Management (RO/TCM Manual)

The State of California Department of Mental Health's Manual describing the requirements for delivering Rehabilitative Mental Health Services and Targeted Case Management to children, adolescents, adults and older adults under Short-Doyle/Medi-Cal.

State

The State of California.

Statement of Work (SOW)

The portion of this Agreement that describes: 1) Specific requirements for services and deliverables associated with those services; and 2) the relationship that will exist between the County and Contractor.

Subcontract

A Contract by which a third party agrees to provide services or materials necessary to fulfill an original Contract.

DEPARTMENT/AGENCY SPECIFIC

Auditor-Controller (A-C)

Serves as County's auditor, controller, accounting officer and paymaster; maintains financial control over the centralized accounting records and transactions of the County, school districts and special districts; prepares and issues warrants on the County treasury for employee payroll, welfare, services and supplies; conducts operational and financial audits of the County departments, the courts, special districts and concessionaires; checks and certifies assessed valuations, extends tax rates and makes charges against the tax collector; processes tax refunds and cancellations; apportions and distributes taxes to taxing agencies; and provides accounting control of funds to be allocated to community redevelopment agencies.

Board of Supervisors (BOS)

The Board of Supervisors is the governing body of the County of Los Angeles. The Board enacts ordinances and establishes specific regulations for the administration of County departments and special districts. The Board also sets salaries and adopts the final County budget on or before August 1 each year.

Chief Administrative Office (CAO)

Prepares budget and operational recommendations for the Board of Supervisors; monitors and controls Countywide expenditures; analyzes and advocates legislation; coordinates capital projects, debt management, asset, leasing and space management and performs demographic and geographic research. Coordinates emergency preparedness activities and cost recovery efforts following major emergencies and disasters; administer insurance management programs; addresses unincorporated area issues; advises on international protocol issues. Manages the County's employee relations program and compensation systems; coordinates centralized marketing program; and initiates and promotes activities which provide information about the County to the public.

Chief Information Office (CIO)

Develops and implements a strategic direction and vision for the effective application of information technology throughout the County of Los Angeles. Develops Countywide business automation plans, develops enterprise computer and telecommunications standards to ensure compatibility, and ensures all automation initiatives are in concert with both departmental and County objectives.

Children's Planning Council (CPC)

The Los Angeles County Children's Planning Council (CPC) - a Countywide public/private collaborative - is dedicated to improving the lives of children and families by encouraging partnerships, promoting the use of data, developing resources and tools, and emphasizing the importance of outcomes and results. The goal of CPC is to build stronger and more effective systems that serve families and children, build linkages between government and community, and improve planning efforts so that the probability of successful actions that enhance child and family well-being throughout Los Angeles is increased. CPC is guided by their Vision for Children and the five outcomes of child well-being: good health, safety and survival, social and emotional well-being, economic well-being, and education/workforce readiness.

Community Based Organization

Community Based Organizations are generally defined as private, nonprofit organizations that are representatives of communities or significant segments of communities. CBO's provide a broad variety of services for communities that include, but are not limited to, services for children, youths, families; individuals with disabilities, displaced homemakers, as well as skills, education and language assistance.

Community Development Commission (CDC)/Housing Authority

Administers the Urban County Community Development Block Grant Program for the County and participating cities. Develops, owns and operates public housing for low-income persons. Administers Section 8 rent subsidy program. Provides consulting services for asset development. Administers the County Mortgage Revenue Bond

Program for single-family and multi-family properties. Uses block grant funds for low-interest housing conversion loans to property owners in target areas for housing rehabilitation. Administers the Rental Rehabilitation and Moderate Rehabilitation Program, which helps pay for rehabilitating rental units. Administers the Community Business Revitalization Program, which provides low-interest loans, rebates and matching assistance for businesses in target areas. Responsible for redevelopment programs in unincorporated County areas. Identifies and analyzes economic and residential development needs.

Community and Senior Services (CSS)

Administers a wide variety of community and social services programs throughout Los Angeles County. Persons eligible to receive these programs include senior citizens, pre-delinquent youth, economically disadvantaged persons, unemployed persons, victims of family violence and refugees. Special programs include unemployment and training, energy conservation, a broad range of services to alleviate poverty, domestic violence shelters, cold weather housing programs, senior nutrition programs, adult protective services, senior transportation and senior in-home care provider registries. Administers the Los Angeles City/County Native American Indian Commission and the Community Services American Indian Block Grant programs.

County Counsel

Provides legal representation, advice and counsel to the Board of Supervisors, the County, and other public officers and agencies; assists in representing the County's position in the State Legislature; and serves as the legal officer of Los Angeles County, but does not engage in the practice of criminal law.

County Public Library

Provides a full range of library services and information products at 87 community libraries, including three bookmobiles. Offers books, paperbacks, periodicals, magazines, government publications, videocassettes, compact discs, books on cassette, audio cassettes, and laser discs. Services include: free and fee-based reference assistance; children's programs; and public computers for information and for the Internet. Provides free service. Serves the County's unincorporated areas and 51 cities.

Department of Child Support Services

Provides a wide range of child support services with the primary responsibility for the administration, collection, and distribution of support payments for children. Assists custodial and non-custodial parents with child support procedures and processes, including locating parents, establishing paternity, establishing court orders for child support, modifying court orders, collecting and distributing court-ordered support, and working with other counties, states and countries to obtain child support. In specialized outreach programs, the Child Support Services Department partners with community-based organizations and other County agencies that provide job training, job placement, peer counseling, and parenting classes to aid unemployed and underemployed non-custodial parents, enabling them to provide emotional, as well as financial, support to their children.

Department of Children and Family Services (DCFS)

Provides social services to children and their families when children are at risk due to actual or potential child abuse, neglect, abandonment or exploitation. This includes protective services to children in their own homes, short-term out-of-home care, adoption, or guardianship with relatives. In addition, support is provided to foster parents, relative caregivers, adoptive parents and small family home/group home operators that serve children in need of placement. The department's mission is to protect children, strengthen families, and ensure permanence for children who enter out-of-home care.

Department of Health Services (DHS)

Protects, maintains and improves the health of the community. Assesses health needs, develops policies to address those needs, assures prevention and control of communicable diseases, manages harmful agents in the environment, encourages healthy behavior, and provides health promotion and preventive services. Assures that the medically indigent and others who choose DHS for their care have appropriate access to health care services that are effective, efficient, comprehensive, and overcome cultural, linguistic, financial and disability-related barriers to access. DHS is a partner with the private sector, other County departments and affiliated educational institutions in training health professionals.

Provides services to protect the public from environmental hazards and the risk of acute communicable diseases such as measles, food-borne diseases, AIDS, tuberculosis and sexually transmitted diseases. Administers health promotion/prevention programs. Coordinates Countywide emergency medical services and the County medical response in the event of a disaster. Involved in a number of public/private strategic alliances to plan for healthy communities and develop a health care system that will manage the health care needs of the area's Medi-Cal and medically indigent populations.

Department of Human Resources (DHR)

Manages the County's human resources policy development and implementation in the areas of recruitment and selection, promotion, discipline, salary and benefits administration, and employee appeals. Ensures the maintenance of a high quality work force for the provision of critical services to the public. Responsible for a Countywide human resources program to ensure fairness and equity for employees and citizens seeking employment with the County.

Department of Mental Health (DMH)

Develops a mental health services system for persons who are severely and/or chronically mentally ill and cannot obtain care in the private sector. Through a system of directly-operated and contract agencies, provides mobile response, crisis management, case management and social rehabilitation. Additionally, provides acute inpatient care. The services are provided in strategically located clinics throughout the eight geographic service areas of the County. Serves as public guardian and is responsible for investigating the need for conservator of all persons referred as allegedly incompetent or gravely disabled by mental illness and, upon appointment as guardian or conservator, is responsible for the care and custody of the person and management of his estate.

Department of Parks and Recreation

Plans, designs and administers maintenance of local and regional County parks, golf courses, special recreational facilities and beautification projects; provides maintenance and recreation services to special assessment districts; provides regional and community recreation programs and services; serves as administrative staff of the Los Angeles County Regional Park and Open Space District; and acts as liaison and provides staff services to the Park and Recreation Commission. Develops and maintains botanical gardens and arboreta located in four major climatic environments of Los Angeles County; develops plant collections, and grows and tests plants from all parts of the world; conducts research in horticultural, botanical and related environmental problems; conducts daily tours for the general public and special educational tours for school children; disseminates horticultural information; and maintains a botanical and horticultural reference library.

Department of Public Social Services (DPSS)

Provides cash assistance, benefits and/or social services to needy individuals and families who meet various specific program requirements. Provides services to residents in need of financial assistance to meet their basic needs for food, housing, child care, in-home care and/or medical assistance. In addition, able-bodied adults are provided a variety of services to help them become employed and achieve economic self-sufficiency as quickly as possible. Programs include CalWORKs (formerly AFDC), L.A. GAIN employment services, Cal-Learn for Teen Parents, In-Home Supportive Services, Food Stamps, Medi-Cal, and General Relief. Also, free personnel recruitment services are available to local business.

District Attorney (DA)

Initiates charges and prosecutes persons accused of both felony and misdemeanor offenses; prosecutes juvenile cases. Enforces civil and criminal laws relating to consumer, environmental and antitrust matters; prosecutes safety violations which result in industrial accidents and fatalities. Focuses special attention on domestic violence, sex crimes, child abduction, and child abuse cases; and operates special units to deal with minors unit for the juvenile system, hardcore gang offenders, and major narcotic and nursing home abuse cases. Appears at mental and narcotic commitment hearings; investigates allegations of organized criminal activities, corruption and unlawful conduct by public officials and major frauds. Investigates and prosecutes fraud involving workers compensation and automobile insurance. Obtains reimbursement for victims of bad check writers and provides victim advocates to counsel crime victims and accompanies them to court. Conducts crime prevention programs aimed at-risk youths.

First 5 LA

First 5 LA, also known as the Los Angeles County Children and Families First Proposition 10 Commission, addresses an urgent societal need to support and strengthen families with young children. Its mission is to optimize the development and well-being of all children - prenatal to age 5 - by increasing resources, ensuring access to services and improving the abilities of families, communities and service providers to give kids the best possible start in life.

First 5 LA, along with First 5 California and 57 other California County Proposition 10 Commissions, was established following a voter-passed State initiative, Proposition 10, in November 1998. This State initiative mandated a 50 cent-per-pack tax on cigarettes to fund education, health, child care and other programs to promote early childhood development for expectant parents and children up to age 5. Proposition 10 was designed to address the lack of public funding and support for early childhood development in the wake of a growing body of scientific evidence indicating that the emotional, physical, social and developmental environment to which children are exposed has a profound impact on their ability to reach their greatest potential in school and to become productive members of society.

Internal Services Department (ISD)

Provides a full range of internal services to other County departments. These services are provided through separate service organizations specializing in the performance of selected activities: Information Technology Services (ITS); Facilities Operations Service (FOS); and Purchasing and Central Services.

Los Angeles County Office of Education (LACOE)

LACOE is the nation's largest regional education agency, supporting the County's 81 school districts, 70,000 teachers and 1.7 million students and their families.

LACOE provides comprehensive educational programs for thousands of students with disabilities, migrant students, juvenile offenders, pregnant teens and others at risk of dropping out of school or who have special educational needs. The Office operates the L.A. County High School for the Arts, the International Polytechnic High School, the L.A. County Regional Occupational Program and the nation's largest Head Start program.

LACOE offers specialized training and professional development for teachers and school administrators, initiatives for new teacher recruitment and expert consultation in curriculum, instruction and assessment. The Office supports families through early childhood programs, parenting and literacy classes and job development services.

LACOE provides leadership and support to districts in areas such as literacy, health and safe schools. The Office also offers cost-effective business services to school districts, such as fiscal oversight and payroll and pension accounting.

Probation Department

Recommends sanctions to the courts; enforces court orders; operates correctional institutions; and incarcerates delinquents. Designs and implements programs to reduce crime and to ensure victims' rights. Serves the courts and the community by: conducting pre-sentence investigations annually on adults convicted of a crime—about three-quarters of these are felony convictions; conducting investigations annually on minors found to have committed what would have been a criminal act for an adult; supervising adults and juveniles placed on probation by the courts, including those in special programs; collecting restitution and fines from adult and juvenile probationers; disbursing restitution to victims of crime; providing secure detention in juvenile halls for minors; providing control and rehabilitation programs in camp facilities for minors.

Public Defender

Provides legal representation to all persons, including juveniles, who are financially unable to employ counsel in criminal proceedings. Services which may be requested by a defendant or ordered by a court include representation in criminal, juvenile, mental health and certain civil proceedings triable in the superior and municipal courts. Limited appellate representation in the state and federal court system may also be provided while public defender is representing the defendant in the trial court.

Registrar-Recorder/Department of County Clerk

Registers voters and maintains voter files; conducts Federal, State, local and special elections; checks petitions for initiatives and referenda; records legal documents which serve as the basis for determining ownership of real property in Los Angeles County; maintains and issues copies of birth, death and marriage records; issues marriage licenses, files fictitious business names statements; performs civil marriages; administers notary public oaths; authenticates notary signatures.

Service Integration Branch (SIB)

The Chief Administrative Office's Service Integration Branch (SIB) vision is to provide leadership, planning, data, and ability to measure results necessary to achieve the Board of Supervisor's goal to deliver services to children and families in a seamless fashion. SIB's mission is to: support and coordinate collaborative policy development initiatives; assist County departments integrate service delivery systems; and help provide children and families with needed information. SIB supports the commitment of the Board to improving the five adopted outcomes for children and families in Los Angeles County: 1) good health, 2) safety and survival, 3) economic well-being, 4) social and emotional well-being, and 5) education and workforce readiness.

Service Planning Areas (SPA)

The eight regional Service Planning Area (SPA) Councils and the American Indian Children's Council (AICC) serve as critical links to the community and are helping to demonstrate the power of public/private partnerships. The Councils - and the Children's Planning Council - are working to strengthen what is intend to be a powerful "system of councils" that can be the force to make change for the children of Los Angeles. It is a SPA/AICC goal that cities, school districts, faith-based organizations, residents, the business community, and others engage with their local SPA Council or the AICC to plan on behalf of children, families, and communities.

Sheriff's Department

Administers the police function of the County, and is responsible for enforcement of all laws and regulations as required or requested by statute; participates in programs for rehabilitation, prevention of crime and suppression of delinquency; directs and coordinates emergency services; maintains security and assists in the functions of the superior and municipal courts; and operates County detention facilities.

Treasurer and Tax Collector (TTC)

Administers and manages the County treasury and provides for the collection, custody, investment and disbursement of all County general trust, schools, and special district funds. Bills and collects current and delinquent real (secured) property taxes and personal (unsecured) property taxes. Bills and collects transient occupancy taxes for

unincorporated areas of the County. Issues and collects fees required under Los Angeles County business and public health licensing ordinances. Collects monies owed the County for debts arising from the receipt of services provided through County resources such as hospital bills or outpatient clinics. Serves as ex-officio member of the LACERA Board of Retirement, Board of Investments and Los Angeles United School District Annuity Reserve Fund Board. Serves as the public administrator and conducts investigations of decedents who resided or had property in Los Angeles County where no executor, legatee or heir has sought to administer the estate. Manages the estates of decedents when appointed by the court. Provides trust accounting and property management services for gravely mentally disabled and probate conservatees under the conservatorship of the Public Guardian.